

Hani Mansour

**Dubai
U. A. E.
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**Hotel Asset Manager
Senior Asset Manager Hospitality/Pre-opening in charge
October 2015 – July 2020**

**Millennium Place Marina/Wyndham Dubai Marina/Barceló Marina/TRYP by Wyndham
Tecom/First Central Hotel/Citadine Ascot Metro Central/Grand central/Ramada JVC/Copthorne
by Millennium JVC/Millennium Pace Business Bay/Bay central Business Bay/Dolphin Tower**

**The First Group
Dubai, U.A.E**

- 4000 + Guest bedrooms, 25 F & B outlets & Spas & shops & commercial portfolio.
- Attend pre opening Hotels under construction MEP and technical meetings, in addition fully in charge of handing over Hotels to various Operators.
- Owner representative over looking 6 International & local Hotel Operators.
- Reviewed & reduced 12.8 % saving bottom line due to consolidating contracts & services.
- Review operating statements monthly and report portfolio overview monthly, quarterly and annually.
- Attend analytical & financial meeting conducted between various hotels operators.
- Coordinate & attend pre opening projects & ensure investment costs are within budgets, saving initiatives within projects.
- Customer satisfaction reviews and improvements.
- Executed a strategy plan to use access FF & E items within properties.
- Present consolidated profit & loss statements to stakeholders.
- Assist in the preparation and approval process of property operation budgets.
- Conduct financial analysis, market studies, and industry standard reports on asset portfolios.
- Communicate with senior management to meet the goals of portfolios.
- Conduct various audits & weekly site visits.
- Investment renovations, enhancement of services & entire FF & E budgets approval.
- Implemented Asset Register tracking system for entire portfolio.

**General Manager
August 2014 – Oct 2015
Pinnacle Holding
(Pre opening team)
View Al Barsha
Dubai, U.A.E**

- Establishment of management Hotel set up for one of the prominent UAE families. Entire Hotel configuration, budgeting approval.
- Entire selecting FF & E as well as O & E.
- Operational procedures and acquisition of properties within the UAE.
- Developed Sales & Marketing plan.

General Manager

April 2013 – July 2014

City Max Hotel Al Barsha (Division of the Landmark Group)

Dubai, U.A.E

- Liaise with Head Office and owners to ensure Hotel achieves its budgets.
- Hotel comprised of 376 rooms with the Huddle Bar seating of 90 guests and MAXX live band bar with a capacity of 300 guests as well as Room Service and GYM/Pool and other standard facilities.
- Implemented changes such as approval to extent of the Huddle Bar, a new Pool Bar to generate extra revenue in these areas.
- Achieved highest results within its competitive set with regards to RGI & MPI.

General Manager

August 2011 – Jan 2013

Jumeira Rotana Hotel (Rotana Hotel Corporation)

Dubai, U. A. E

- Current leader in Rev Par and RGI Index in its competitive set.
- Increased GOP & NOP year on year.
- Upgraded the Hotel outlets Boston Bar; Five dining; Brahouse German restaurant, in addition introduced a Pool bar & restaurant as well as soft refurbishment of 4 meeting rooms to stay competitive within the surrounding market area.

Cluster General Manager

Oct 2007 – August 2011

Villa – Rimal & Rihab (Rotana Hotel Corporation)

Dubai, U. A. E

- Liaise on a daily basis between the 3 properties for a smooth operation and maximized revenue and controlled costs. Each Hotel included one restaurant, room service, Pool bar, Health club and Gymnasium and a total of 13 meeting rooms and one with a capacity of 120 theatre styles seating.

Hotel Manager

June 2005 – Sept 2007

Rihab Rotana (Rotana Hotel Corporation)

Dubai, U. A. E

- Responsible for the entire operation of the Hotel, and close relation with owners to ensure Hotel achieve owners return. Fully in charge of the Hotel refurbishment to upgrade the property portfolio.

Rooms Division Manager (Pre opening team)

August 2004 – June 2005

Mercure Grand Hotel Seef 4 * (Division of ACCOR Hotels)

Manama, Bahrain

- Pre opening team fully in charge of the implementation and ordering of the entire Hotels FF & E and Operating Equipments in addition to the set up of Sales strategies, Marketing plans together with the departments which fall under Rooms Division such as Reception, Reservations, Guest Relations, Concierge, Transport, Housekeeping, Laundry, Security, Health Club and Transports.

Front Office Manager (Pre opening team)

Hilton Dubai Jumeirah Hotel

Jun 2000 – July 2004

Dubai, U. A. E

- Management of Duty Managers, Reception, Guest Relations, Concierge, Transportation, Guest Services, Telephones, Executive Floor, Concessionaires and Security, planning the day to day operation of Front Office Departments and implementation of programmes for staff training and standards/quality enhancement.

Metropolitan Palace Hotel 5* (SRS Deluxe Collection)

Jul 1999 – Jun 2000

Dubai, U. A. E

Front Office Manager (Pre opening team)

- In charge of Reservation, Reception, Guest Relations, Concierge, Telephones, Business Centre, Transport, Health Club and Concessionaires.
- Ensuring and maintaining service standards are in place.

Education

June 1997 – July 1997

Cornell Hotel Management School

Ithaca, U. S. A

Professional Development Program

Certification in Hospitality Management

July 1989 - Dec 1993

Swiss Hotel Management School (Les Roches)

Crans Montana, CH

Diploma in Hotel Management

Associations

2009 to 2012 nominated Dubai Hotel Apartments Coordinator in collaboration with the Dubai Tourism Commerce and marketing.

Initiated A.I.C.R as a founding member (International association for Front Office Managers)
Dubai section in 2002.

Languages

English/Arabic – mother tongue; German - Good